

Appointment Type: Permanent

Working Time: Full Time

Reference Code: 16092i 6

Opening Date: 02/02/2010

Closing Date: 02/05/2010

Information Technology Specialist 3

\$4,114 - \$5,395 (Range 58) with Great Benefits!

Agency Information

The Department of Corrections, Correctional Industries (CI) is seeking a highly motivated and qualified individual as an Information Technology Specialist 3 located at C.I. Washington State Penitentiary in Walla Walla, Washington.

Agency Profile:

The Department of Corrections, as a partner in the criminal justice system, enhances public safety, administers criminal sanctions and programs in accordance with the law, and provides leadership for the future of corrections in Washington State.

DOC offers:

- Hundreds of rewarding and exciting careers.
- Flexible schedules.
- Comprehensive compensation packages.
- Training and development opportunities.
- Tuition reimbursement.
- The fulfillment of public service.

The agency mission is: To Improve Public Safety.

The Department consists of the Office of the Secretary, Prisons Division, Community Corrections Division, Government, Community Relations & Regulatory Compliance Division, Administrative Services Division, Offender Treatment & Re-Entry Programs Division, and Health Services Department. The Department employs over 8,100 staff and has a biennial budget of approximately \$1.8 billion.

For additional information about the Department of Corrections, please visit www.doc.wa.gov.

Please note: In order to be considered for this position, you must complete the entire Application Wizard. For further details please refer to the "Application Process" section of this recruitment.

Duties

Provide computer and network support of information systems for the Department of Corrections, with a primary focus on the operations of Correctional Industries. Provide independent computer and network related customer service, equipment and software installation, troubleshooting, problem resolution, maintenance, documentation, consultation, and acquisition for all DOC-CI Eastside operations. Install standard agency software image and approved nonstandard software. Participate in the management of leased assets, including deployment, inventory accuracy and reclamation. Report to the ITS4 supervisor on daily and assigned tasks performed.

Use established work procedures in responding to help tickets for problem resolution, ensuring that priorities are followed and resolution is completed in the allotted timeframe of 3-5 business days. Provide customer support via telephone, e-mail, help tickets, remote access, and onsite, ensuring that customer issues are resolved. Log and maintain details of help tickets and asset management/inventory using agency help desk software. Effectively communicate inventory changes following instructions and procedures for inventory control. Adhere to all DOC-IT and CI Regional instructions and procedures. Ensure that assigned servers are updated as directed, audits are completed in a timely manner, and documentation is kept current. Communicate with the ITS4 on software patches and updates to servers. Assist in providing assessment of problems relating to LAN/WAN devices (servers, workstations, printers, switches, cabling, etc.). Test network cable segment and coordinate with other IT Units as needed.

Provide full participation in IT projects, as a team member or a technician, by offering constructive feedback and influencing a positive outcome. Adapt to changing business needs to achieve successful solutions and results within the scope of the project. Follow project management methodologies as outlined in the DOC standard for project management (PMDOC). Assist with the development of computer related training materials and/or documentation.

Qualifications

REQUIRED QUALIFICATIONS:

- Bachelors degree including nine (9) semesters or fifteen (15) quarter hours of computer science courses from an accredited college or university whose accreditation is recognized by the U.S. Department of Education and the Council for Higher Education Accreditation (CHEA), AND two (2) years of experience analyzing, installing and/or maintaining computer software applications, hardware, or telecommunications or network infrastructure equipment or providing customer or technical support in information technology.

OR

- An Associates degree or completion of a vocational training program from an accredited college or university whose accreditation is recognized by the U.S. Department of Education and the Council for Higher Education Accreditation (CHEA), in information technology or related program AND three (3) years of experience analyzing, installing, and/or maintaining computer software applications, hardware, or telecommunications or network infrastructure equipment or providing customer or technical support in information technology.

OR

- One (1) year as an Information Technology Specialist 2 or equivalent.
- Experience analyzing, designing, installing and/or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment or providing customer or technical support in information technology will substitute for education on the basis of one (1) year of experience for two (2) years of education.

DESIRED QUALIFICATIONS:

- One (1) year of verifiable experience supporting technology in manufacturing or MRP setting.
- One (1) year supporting applications using Microsoft-SQL, preferably SQL 2005 or greater.
- One (1) year in supporting accounting systems in a networked environment, with a preference of Microsoft Dynamics Great Plains.

SPECIAL REQUIREMENTS/CONDITIONS OF EMPLOYMENT:

- Must pass Criminal Justice records check.
- Required to sign and comply with IT Confidentiality Agreement and IT Staff Expectations document.
- Must have a valid Washington State drivers license.
- Required to work outdoors 20% of the time.
- Required to work around DOC offender population, and provide them assistance in the CI operational environment.
- Requires repetitive arm and hand movement.
- Occasionally required to move and/or relocate objects such as printers, PC's or servers up to 60 pounds. Push and pull items such as equipment carts or hand trucks, kneeling and squatting, working above or below normal temperatures, reaching above shoulder, reaching below knees and pinch finger grasping.

- Frequently required to sit, stand, walk, drive, climb stairs, bend/twist at waist, use foot controls and move and lift objects up to 20 pounds.
- Seldom required to climb ladders, work at heights/balancing, work in confined areas, crawl, power grasp and work around hazardous materials.
- Willing to travel throughout Washington State, which may require overnight stay.
- Must be flexible with changes to work schedule for agency needs.

Special Notes

Application Process:

By submitting a completed application package to this announcement you are acknowledging that all answers, statements and any other materials you have submitted to apply for this job are true and complete to the best of your knowledge. You understand that the State may verify this information and that untruthful or misleading answers are cause for rejection of your application or dismissal if employed.

In order to be considered for this position, you must complete the entire Application Wizard, however, completion of the Diversity Profile Questionnaire is optional. To ensure you complete the entire application, once in the Application Wizard, scroll to the right of the page and use the arrows to go to additional tabs. Remember to click on "Save" at the bottom of each tab to ensure your entries are saved. Be sure to also unlock your profile and keep your email address and other contact information current.

For further information about managing your application and profile, please refer to "Manage Your Job Applications and Profile" link from the www.careers.wa.gov website.

All Department of Corrections' employees are fingerprinted for a criminal history background check.

Employees work with offenders in a potentially hazardous setting. Please consider this when deciding whether to apply.

Tuberculosis is a priority health issue for Department of Corrections' employees. Periodic skin tests are required for all health care providers and those who transport known/suspected Tuberculosis patients. Testing is voluntary for all other employees. When positive tests result, further testing and treatment may also be required. Employment is not contingent upon test results.

All DOC facilities are smoke and/or tobacco free.

Other Information

Washington State Employees enjoy outstanding comprehensive benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; flexible work hours; training; and state retirement plans. For more information please visit:

<http://www.doc.wa.gov/jobs/benefitsummary.asp>.

Department of Corrections Core Competencies for All Employees:

Safety, Treats Others with Respect and Courtesy, Dependability, Accountability, Judgment and Problem Solving, Leadership, Communication, Relationship Building, and Ethics and Integrity. For more information on these Core Competencies, please email clvanderhule@doc1.wa.gov.

The State of Washington is an equal opportunity employer. Persons with a disability who need assistance in the application or testing process, or those needing this announcement in an alternative format, may call (360) 664-1960 or toll free (877) 664-1960 or Telecommunications Device for the Deaf (360) 664-6211. For questions about this recruitment, please contact Cori Vanderhule at clvanderhule@doc1.wa.gov.

How to Apply

For job seekers who are not permanent state of Washington employees:

1. Go to <http://careers.wa.gov/SearchAndApply.htm>.
2. If you are a new user, click on Register Now under the heading: **New Users**. Complete the fields under the **Registration** page. Remember to read and confirm acceptance of the Data Privacy Statement under the **Data Privacy Statement** header. Click Register. You are encouraged to build your profile in the system by clicking Option 1: Build Resume Profile under the header **My Resume**. Returning users can log-in by clicking the Job Seekers Login button.
3. Click on Apply Directly under the heading **My Job Search and Applications**.
4. In the reference code field, enter NB00016092** and click on Start Search.
5. Click on the link, Information Technology Specialist 3, Walla Walla, WA under the **Job Posting** column heading to view the complete announcement and apply.
6. Click through all the tabs along the top to complete your application and a questionnaire.
7. Attach your current resume through the **Attachments** tab.
8. Submit a cover letter summarizing how your knowledge, skills and abilities meet the minimum qualifications of this position under the **Cover Letter** tab.
9. Your application will not be submitted until you hit the **Submit** button under the **Send Application** tab. Make sure to review all your information as you will not be able to edit your application once it has been submitted.
10. If you would like to see the status of your application, click on View Profile and Application History Statuses and Scores under the **My Job Search and Application** column heading on the **External Job Seeker Start Page**. You will be able to view your questionnaire scores on this page, including the latest status of all your applications.

Help is available

- A users' guide for applying to jobs is available at <http://careers.wa.gov/help/>.
- If you need assistance applying for this job, please call DOP at (360) 664-1960 or 1-877-664-1960 or e-mail Information@dop.wa.gov.